POLYCOM®

Getting Started Guide
for the VSX™ Series

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Polycom Inc.
4750 Willow Road
Pleasanton, CA 94588-2708
USA

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Getting Started Guide
for the VSX™ Series

When you attend a meeting using the Polycom® VSX system, you'll see that it's very much like any other meeting you attend in a conference room. With a VSX system, you can meet with people anywhere in the world, without any travel required.

The VSX systems are easy to use. It's easy to place calls, create your own directory of numbers, change the way calls are answered, and customize what you see on the screen. Depending on how your system is configured, you can make video calls using ISDN or IP connections and to one site or multiple sites at one time.

You can also share information in calls using content sharing software, document cameras, VCRs, or DVDs.

Before you place your first call, use this guide to get some basic "how-to" information. This guide includes overview information that you may find helpful when you're just starting to learn about video conferencing or when you have experience, but you need a quick refresher.

VSX systems can be customized to show only those options used in your organization. Therefore, there may be options covered in this guide that you cannot access on your system. To find out more about these options, please talk to the administrator of your VSX system.

This guide covers instructions for the VSX 6000, VSX 7000, and VSX 8000, collectively referred to as VSX room systems. Instructions for the VSX 3000 executive desktop model are also included.

System Basics

Using the Remote Control

You use the remote control to place calls, adjust the volume, navigate screens, and select options.

If you need to enter text, you can press number buttons, using the text-entry method commonly used with cell phones. For example, to enter a "b", press the number 2 button twice. Alternatively, you can press **Keyboard** and use the on-screen keyboard to enter text.

VSX Series Remote Control

Place or answer a call
End a call
Open the directory to make a call or edit an entry
Adjust the camera; navigate through menus
Confirm your current selection; perform functions on highlighted items
Return to the Place a Call (home) screen
Return to the previous screen
Increase or decrease the sound you hear from the far sites
Select a far-site camera or video source
Mute the sound you're sending to the far sites
Select a near-site camera or video source
Zoom the camera in or out
Show, move, or hide the Picture-in-Picture (PIP)
Turn automatic camera tracking to presets on or off
Store camera positions (when followed by a number); delete all stored camera positions
Select a camera or other video source
Enter a dot in an address
Delete letters or numbers
Display the onscreen keyboard so you can enter text
Enter letters or numbers; move the camera to a stored position
Start and stop sending content to far sites
Access the online help; see current system status while in a call
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Original VSX 7000 Remote Control

Your system remote control may have a single **Call-Hang Up** button. If this is the case, use the same button for placing a call and ending a call. All other buttons are the same.

In this guide, general instructions refer to separate Call and Hang Up buttons on the remote control.

Getting More Information

If you need additional information about using the VSX system, try these resources:

- To view help while you're using the system, press **Help** on the remote control.
- For network questions, contact your system administrator.
- For system questions, contact Polycom Technical Support at www.polycom.com/support.

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Calling and Answering

Answering a Video Call

The VSX system can answer incoming calls in one of these ways:

- The system prompts you to answer the calls manually.
- The system answers incoming calls automatically.

When a call comes in, you hear a ringing sound, and you may see a message that includes the number of the person calling. If the person is listed in the system directory, you'll also see the person's name.

To answer the call manually:

>> Press **Call** on the remote control.

If your system is set up to automatically answer calls, the call connects automatically.

If you see **Near** on your screen, your microphone is muted. To unmute your microphone, press **Mute** on the remote control. For VSX room systems, you can also press on the microphone pod.

Placing a Video Call

You can use your system to place a video call in any of these ways:

- Entering a name or number
- Choosing a site from:
  - The Recent Calls list
  - The Contacts or Speed Dial list
  - The Directory

Calling by Entering a Name or Number

To place a call by entering a name or number:

1. In the dialing field, enter the dialing information. Depending on the capabilities of your system and the system you are calling, the dialing information will look like one of these samples:
   - 255.255.255.255 (IP address)
   - 2555 (extension)
   - stereo.polycom.com (DNS name)
   - Ascot Conference Room (system name)
   - 19784444321 (ISDN number)

   The system automatically determines the type of call to make based on the information you enter.
2. Enter any additional information needed for the call. The available settings depend on the type of call and your system's configuration. Not all calls require these settings:
   - **Call Quality** – Specify the bandwidth for this call. For most calls, choose **Auto** to let the system determine the best quality for the call.
   - **Second ISDN number** – Use two numbers only when the person you are calling instructs you to do so.
   - **Gateway extension** – If you need to dial an extension, enter the extension in the second entry field. If your system is not configured with a second entry field, you can enter the extension when the gateway prompts you.
3. Press **Call** on the remote control to place the call.

   Call progress indicators appear on the screen to show that the call is in progress. When the indicators turn green, the call is connected.

Calling from the Recent Calls List

You may be able to choose a number to call from a list of the sites you have called recently. The Recent Calls screen provides details of all incoming and outgoing calls, including the time of the calls.

To place a call from the Recent Calls screen:

1. Select **Recent Calls** from the Place a Call screen.
2. Scroll to the entry you want to call.
3. Press **Call** to place the call.

To see more details about a call listed on the Recent Calls screen, highlight the call and press **Help** on the remote control.

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Calling from the Contacts or Speed Dial List

You may be able to access calling information for specific sites using the Speed Dial or Contacts list on the Place a Call screen.

To place a call using the Speed Dial or Contacts list:

1. Select **Speed Dial** or **Contacts** from the Place a Call screen.
2. Scroll to the entry you want to call.
3. Press **Call** to place the call.

Calling by Using the Directory

The directory is a list of names and numbers that's stored locally on the VSX system.

If the system is registered with a global directory, the directory also includes entries from the global directory. Global entries are marked with . For both types of entries, the name appears with its corresponding number, IP address, or both.

To place a call from the directory:

1. Press **Directory** on the remote control.
2. Find the entry to call.
3. Press **Call** to place the call.

For more information about using the directory, see *Working with Directory Entries* on page 22.

Depending on your system configuration, when you make a call using an entry with both ISDN and IP dialing information, the system may prompt you to choose which way to place the call.

Ending a Video Call

To hang up from a call:

1. Press **Hang Up** on the remote control.
2. Confirm that you want to end the call.

If you don't confirm that you want to hang up, the system disconnects the call automatically after 60 seconds.

Types of Video Calls You Can Make

You can make either ISDN or IP calls (or both) using the VSX system, depending on your system configuration. The VSX 6000 allows only IP calls.

The following table lists all possible call combinations.

From…	You can call…	By dialing…
ISDN	ISDN	Phone number
	IP	Phone number of the far-site gateway and the extension (E.164 address) of the far site. Enter the extension after the gateway number or wait until the gateway prompts you for the extension.
LAN	Same LAN	Alias, E.164 address, or IP address
	Different LAN	Access code of the near-site gateway, the selected speed code, the ISDN number for the far-site gateway, and the extension (E.164 address) of the far site. Enter the extension after the gateway number or wait until the gateway prompts you for the extension.
	ISDN	Access code of the near-site gateway, the selected speed code, and the ISDN number of the far site.

When you call an IP system through a gateway that requires an extension (E.164 address), enter the extension in the dialing field whenever possible. Check with your network administrator for the extension delimiter you will need to enter into the dialing field. For example, some networks use ## to separate the extension from the IP address.

When you include the extension, you will be given the option of saving both the number and the extension in the directory when the call ends. If you enter the extension after the gateway connects, then you can save only the gateway number when the call ends.

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Placing Audio-only Calls and Adding Audio-Only Sites (VSX 8000)

You may be able to use your VSX 8000 system to place an audio-only call, or you can add an audio-only call to a video conference. This lets you:

- Use your system in the same way as a telephone.
- Add audio-only participants to your video calls.
- Add video calls to your audio-only calls.

Other audio options are available if your conference room has a VSX video conferencing system integrated with a VTX™ 1000 conference phone.

For more information about using the VTX 1000 conference phone, see

Using the VTX 1000 Conference Phone in Video Calls on page 34.

Placing an Audio-Only Call

To place an audio-only call from your system:

1. On the Place a Call screen, enter the number you want to call.
   - To place a call within your PBX system, enter the last four digits of the number.
   - To delete a digit, press **Delete** on the remote control.
2. Press **Call** to place the call.

Adding an Audio-Only Call to a Video Call

You can add an audio-only call to a video call only if your local telephone company has enabled three-way calling on your line.

To add an audio-only call after your video call connects:

1. Press **Call** on the remote control.
2. Select **Add Call** from the Hang-up screen.
3. Use the number buttons on the remote control to enter the telephone number of the audio participant that you want to add to your video conference.
4. Press **Call** on the remote control.
5. After the audio call connects, press **Near** or **Far** to return to the video conference.

Adding a Video Call to an Audio-Only Call

If you are already in an audio-only call, you can add a video call to your call.

To add a video call after your audio-only call connects:

1. On the Place a Call screen, enter the number you want to call.
2. Press **Call** to place the call.

Ending an Audio-Only Call

To hang up from an audio-only call:

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1. Press **Hang Up** on the remote control.
2. Select the audio-only site from the Hang-up screen to hang up the call.

If the person on the telephone hangs up first, you need to disconnect the call from the VSX 8000 system, just as you would hang up a telephone receiver in a regular phone call.

Controlling What You See

Adjusting your cameras lets you show conference participants what you want them to see. You can adjust cameras and other video sources before the meeting starts and while the meeting is in progress.

Selecting and Adjusting a Camera or Other Video Source

You can use the remote control to select the main camera or any other near-site or far-site video sources, such as document cameras, laptops, VCRs or DVD players.

You can also use the remote control to adjust the main camera on VSX room systems. If you have a VSX 3000 system, you must pan, tilt, and focus the main camera manually. You can also adjust any auxiliary camera or far-site camera that supports pan, tilt, and zoom movement.

You can adjust the far-site camera only if the camera supports electronic pan and tilt, and the far site system is configured to allow you to control its camera.

To select a near-site or far-site camera or other video source:

1. If you are in a call, press **Near** or **Far** to select either a near-site or far-site camera or other video source. The icon on the screen indicates which you can select:

	If you see this, you can control a near-site camera or video source
	If you see this, you can control a far-site camera or video source

2. Press **Camera** on the remote control. Then press the number for the camera or other video source you want to select at the near or far site. For example, press **1** to select the main camera.

   The image from the camera or video source you selected appears on the screen.

To adjust a camera using the remote control:

1. Press **Near** or **Far** to select either a near-site or far-site camera.
2. Press the arrow buttons on the remote control to move the camera up, down, to the left, or to the right.

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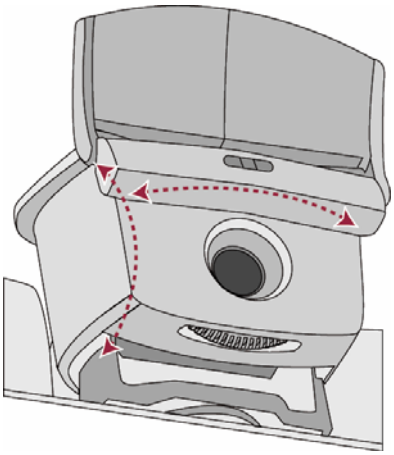
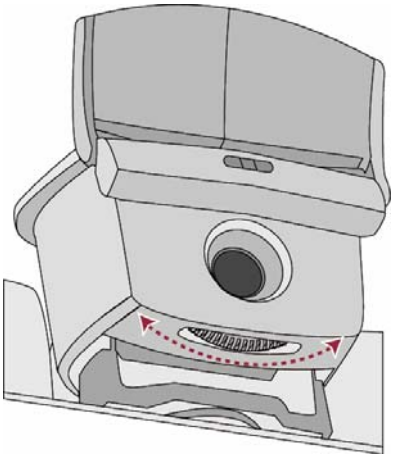
3. Press **Zoom** to zoom out or in.

To adjust the main camera on the VSX 3000 system:

1. Position the camera up, down, to the left, or to the right manually:



2. Focus the camera by turning the focus wheel:



Setting and Using Camera Presets

Camera presets are stored camera positions that you can create ahead of time or during a call.

Presets allow you to:

- Automatically point a camera at pre-defined locations in a room.
- Select a video source such as a VCR or DVD player, a document camera, or an auxiliary camera.

If your system's main camera supports electronic pan, tilt, and zoom movement, you can create up to 100 preset camera positions for the near site.

Each preset stores the camera number, its zoom level, and the direction it points (if appropriate). Near-site presets are available for VSX room systems. They remain in effect until you delete or change them.

Depending on configuration capabilities, you may be able to control the camera at the far site. If far-site camera control is allowed, you can create presets for the far-site camera. These presets are saved only for the duration of the call. You may also be able to use presets that were created at the far site to control the far-site camera.

To move the camera to a preset:

1. If a call is connected, press **Near** or **Far** to choose a near-site or far-site camera or other video source.
2. Press a number from 0 to 99.

   The camera moves to the preset position for the camera or other video source.

To view your near-site presets (VSX room systems):

>> Press **Preset** on the remote control.

Icons for presets 0-9 are shown on the screen. The colored icons indicate stored camera positions, and the gray icons indicate available presets.

To store a preset:

1. If you are in a call, press **Near** or **Far** to choose a near-site or far-site camera or other video source.
2. If you selected a camera that supports electronic pan, tilt, and zoom, you can adjust the camera's position:
   - Press the arrow buttons on the remote control to move the camera up, down, to the left, or to the right.
   - Press **Zoom** to zoom the camera out or in.
3. Press **Preset** on the remote control.
4. Press and hold a number to store the preset position. To store a double-digit preset (10-99), hold the second number down.

   Any existing preset stored at the number you enter is replaced.

To delete all presets:

1. If a call is connected, press **Near** to choose a near-site video source.
2. Press **Preset** on the remote control.

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3. Press **Delete** to delete all presets.

You cannot delete just one preset. Instead, override an existing preset with the new camera position.

Switching Between Full Screen Video and the Home Screen

Before the call connects, you see the near video in a small window on the Place a Call (Home) screen. When the call connects, the system automatically shows the video in the whole screen. You can switch back to the Place a Call screen during a call, for example, if you need to adjust a user setting, and your system is configured to allow you to do so.

To learn about adjusting user settings, see

Customizing Your Workspace on page 39.

To see the video in the full screen:

>> Press **Near** on the remote control.

To see the Place a Call screen:

>> Press **Home** on the remote control.

Showing, Moving, and Turning Off the PIP

During a call on a single-monitor system, the Picture-in-Picture (PIP) displays what your main camera is sending to the far site. (This lets you adjust the camera if you need to.) If the far site shows any type of content, the content appears in the main part of the screen, and the PIP changes to show the people at the far site.

During a call on a dual-monitor system, when the participants share content, the monitors show the far site and the content, and the PIP shows the near site.

To show, move, or turn off the PIP during a call:

- Press **PIP** on the remote control to display the PIP on screen.
- While the PIP has a yellow border, press **PIP** repeatedly to move it to different corners of the screen.
- After a brief pause, the PIP border turns blue. Then, press **PIP** to turn the PIP off.

To swap the views shown in the PIP and the main screen:

1. If the PIP is not showing, press **PIP** on the remote control to display the PIP on screen.
2. Press **Camera** and select the **Swap PIP** icon.

During calls using a single monitor and the Dual Monitor Emulation feature (split-screen viewing), you can use the PIP button to scroll through the following screen layouts:

1. Near and far sites, same size, side by side
2. Far site big, near site small
3. Near site big, far site small
4. Near site, full screen
5. Far site, full screen

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Enabling Voice Tracking to Presets (VSX 8000 Only)

If you are using the Polycom PowerCam Plus camera, you can set the main camera to automatically move to the preset location that is closest to the speaker. When you enable this voice tracking to presets, you can view the people who are speaking throughout the meeting without having to manually adjust the camera. Use this feature if you expect the meeting participants to sit or remain somewhat stationary during the meeting.

To enable automatic voice tracking to camera presets:

1. Press **Near** or **Far** to choose the near-site or far-site camera.
2. Press **Auto** to enable automatic voice tracking to presets.

   The near-site camera icon changes to to let you know that automatic voice tracking to camera presets is enabled.

To disable automatic voice tracking to camera presets:

>> Press **Auto** again.

The camera icon changes to to let you know that automatic voice tracking to camera presets is disabled.

Automatic voice tracking to camera presets is temporarily disabled when your site is muted, when the people at the far site are speaking, and when StereoSurround is enabled.

Controlling What You Hear

Adjusting Volume

Use the remote control to raise or lower the volume of the sound you hear. Changing the volume affects only the sound you hear at your site.

To adjust the volume:

>> Press **Volume**.

When the VSX 3000 system is in use for video conferencing, use the remote control to adjust the volume. When the VSX 3000 is in use as a monitor for your PC, use the VOL button on the front of the system to adjust the volume.

Muting the Microphone

You can mute the microphone if you do not want the far site to hear you. For example, you might mute the microphone if you want to speak to someone privately.

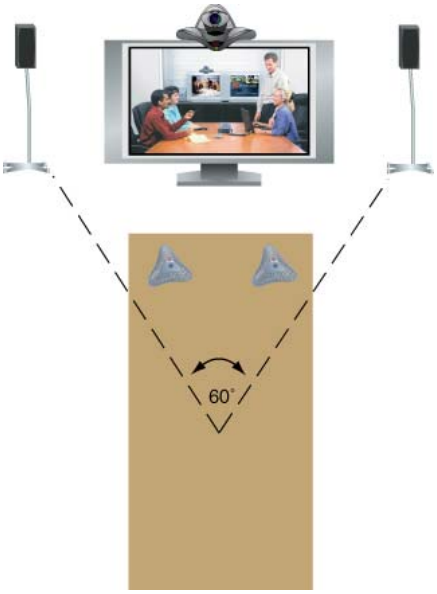
To mute or unmute the microphone:

>> Press **Mute** on the remote control.

For VSX room systems, you can also mute the call by pressing on the microphone pod.

Enjoying Stereo Audio in Video Calls

If your video conferencing room is configured to use stereo sound, the microphones are positioned at the end of the conference table nearest the video conferencing system. If two microphone pods are connected, one is positioned on the left side of the table and one is on the right.



The left and right microphones are configured during system setup. It is important that you do not move them as this may detract from the stereo audio experience.

If only one microphone pod is connected, it is positioned with the Polycom logo pointed toward the system.

Stereo audio is only used in video calls of 256 Kbps or higher.

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Showing Content and Video Sources

You may be able to show the following to the far sites:

- Any information stored on a laptop or PC
- A paper document or object placed on a document camera
- A videotape or DVD

You can share one type of content or one video source at a time, and you can switch to a different type of content or video source if you need to. Participants at other sites can also share content or video sources.

What You See When You Show Content

If your video conference supports Dual Monitor Emulation, you can see both the people at the far site and any content or shared video source at the same time. This is possible because the system can send and receive two sources of video simultaneously.

In video conferences that do not support dual images, the far sites can only receive one video source over the network. Therefore, they can only see the content. The site sending the content can see the content as well as the other sites because the content is local.

Showing Content from a Laptop or PC

If you have a VSX 6000 or VSX 7000 with a Visual Concert™ VSX connected to it, or a VSX 8000 system with an ImageShare II™ connected to it, you can attach a laptop or PC and show content that is stored on the computer. You can also show content with the software application called People+Content™ IP.

If you have the Polycom People+Content IP option enabled on your VSX system and the software application installed on your PC or laptop, you can show content from any Windows XP or Windows 2000 PC that is connected to the network. You don't need cables or hardware. All you need is the IP address of the VSX system. For more information about enabling People+Content IP on your VSX system, talk to the administrator of your VSX system.

People+Content IP provides video-only content. No audio is shared.

If your computer is connected to the LAN, you can also share content from network locations. When you share content from a laptop or PC, the far site sees just what you see on the computer screen.

Showing Content with People+Content IP

To install the People+Content IP application on a laptop or PC:

1. On a laptop or PC with Windows XP or Windows 2000, open a web browser and go to www.polycom.com.
2. Download the People+Content IP application.

To start showing content:

1. On the PC, start the Polycom People+Content IP application.
2. Enter the IP address of the video conferencing system and click **Connect**.
3. Open the content you want to show, and do one of the following:
   - Click in People+Content IP
   - Press **Graphics** on the video conferencing system's remote control.

If you have a Visual Concert VSX or ImageShare II connected to your VSX system, pressing **Graphics** on the remote control sends content from the Visual Concert VSX or ImageShare II instead of from People+Content IP.

To stop showing content:

1. If the People+Content IP toolbar is minimized, maximize it by clicking the icon in the task bar.
2. Do one of the following:
   - Click in People+Content IP
   - Press **Graphics** on the video conferencing system's remote control.
3. If others in the conference want to show content, click **Disconnect** to disconnect from the VSX system so that they may connect. Only one PC at a time can be connected.

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Showing Content with a Visual Concert VSX or ImageShare II

Before you show content, check that the PC video is configured to use one of these supported resolutions and refresh rates:

Resolution	Refresh rates (Hz)
640 x 480	60, 72, 75, 85
800 x 600	60, 72, 75, 85
1024 x 768	60, 70, 75, 85
1280 x 1024	60

To set the resolution and refresh rate, go to your computer's Display Control Panel.

To start showing content using a Visual Concert VSX:

1. Connect the laptop to a Visual Concert VSX device:

For more information about using the Visual Concert VSX device, see the *Visual Concert VSX Quick Tips*, available at www.polycom.com/videodocumentation.

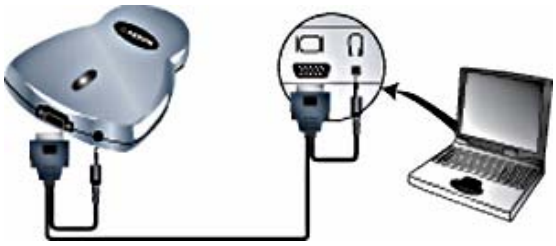
2. Press on the Visual Concert VSX or press **Graphics** on the remote control.

To stop showing content using a Visual Concert VSX:

>> Press on the Visual Concert VSX or press **Graphics** on the remote control.

To show content using an ImageShare II:

1. Connect the laptop to an ImageShare II:



2. Press the blue ImageShare selection button to toggle between displaying content and displaying the people in the call.

Using a Document Camera, VCR, or DVD Player

All VSX systems enable you to show different types of information to other sites in a call, such as through a document camera, VCR, or DVD player.

Before the call begins:

1. Make sure the document camera, VCR, or DVD player is connected and powered on.
2. Position your document or object in the document camera or insert the videotape or DVD.

To start showing a document, object, videotape, or DVD in a call:

1. Press **Camera** on the remote control.
2. Select a video source.
3. Press on the remote control.

To stop showing a document, object, videotape, or DVD in a call:

1. Press **Camera** on the remote control.
2. Select the main camera.
3. Press on the remote control.

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Working with Directory Entries

The directory on your VSX system stores dialing information that helps you make calls quickly and easily. When a site listed in the directory calls your system, the system displays the name on the screen when the call comes in. If a site that calls you is not listed in the directory, you are prompted to save the contact information in the directory when the call ends.

If your system is registered with a global directory server, your directory contains two types of entries:

- **Local entries:** Information about sites that you have added, sites that you have called, and sites that have called you. These entries are stored locally on your VSX system, and depending on your system setup, you can edit these entries. You can also assign local entries to categories to make it easier to find numbers. Local entries are available to anyone who uses the system.
- **Global entries:** Information about other active sites that are registered with the same Global Directory Server. These entries are stored on the Global Directory Server, and you cannot edit them. You can make a local copy if you want to make changes. Global entries are marked with .

Depending on your system configuration, you may also be able to remove or edit names or dialing information in the local directory.

Searching the Directory

You can find entries in the directory by:

- Spelling the first or last name using the number buttons on the remote control
- Pressing **Keyboard** to use the on-screen keyboard to spell the name
- Scrolling through the list of names using the arrow buttons on the remote control
- Using the alphabet tabs to move through the directory and then scrolling to the name you want

Adding, Editing, and Deleting Directory Entries

You can create entries for point-to-point calls and multipoint calls and save them in the VSX system's directory. Everyone at your site who uses the system can use the entries you create, and you can use the entries created by others. You can also edit the information in any local entry. Users at other sites cannot access the local entries on your system.

To add a single-site entry to the directory:

1. Press **Directory** on the remote control.
2. Select **New** and specify that this is an entry for one site.
3. Specify the following information:

In this field…	Enter this information…
Name	Name that will appear in the directory list and on incoming call messages.
Number	ISDN number to use for calling the site.
Call Quality	Call speed to use for ISDN calls to the site.
IP Number	IP address for calls to the site.
Extension	The system's gateway extension.
Call Quality	Call speed to use for IP calls to the site.
Phone Number	Optional contact information for other resources in the conference room.
Mobile Number	
Email	
Category	Designation to help you quickly find the number in the directory.

4. Select **Save** to save the entry.

To add a multiple-site entry to the directory:

1. Press **Directory** on the remote control.
2. Select **New** and specify that this is an entry for multiple sites.
3. Add up to three numbers to this multiple-site entry in one of these ways:
   - Select entries from the directory.
   - Add entries manually.
4. Specify a speed for the call. Note that each call in the multipoint conference is placed at the same speed.
5. Select **Save** to save the entry.
6. Enter a name for this entry as you want it to appear in the directory list.

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To edit an entry:

1. Press **Directory** on the remote control.
2. Scroll to the entry you want to edit and then select **Edit**.
3. Edit the information as needed.
4. Select **Save** to save your changes and return to the directory.

To delete an entry:

1. Press **Directory** on the remote control.
2. Scroll to the entry you want to delete and then select **Delete**.

While you can delete entries from your local directory, you cannot delete entries from a global directory.

Categorizing Directory Entries

When you categorize your local entries, you can find calling information quickly by searching just the entries in a category instead of the entire directory.

To create a new category:

1. Press **Directory** on the remote control.
2. Select **Category**.
3. Select **Edit Category**.
4. Enter a category name.
5. Press **Back** on the remote control to save the new category.

To delete a category:

1. Press **Directory** on the remote control.
2. Select **Category**.
3. Select **Edit Category**.
4. Scroll to the category name you want to delete and then select **Delete**.

When you delete a category, all entries in that category are deleted. If you want to keep these entries, be sure to assign them to a new category before you delete the old category.

To assign an entry to a category:

1. Press **Directory** on the remote control.
2. Scroll to the entry you want to assign to a category and then select **Edit**.
3. Select **Next** and select the **Category**.
4. Select **Save** to save your changes and return to the directory.

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Including Multiple Sites in Calls

You can use the VSX system to participate in multipoint conferences. During a multipoint conference, a multipoint conferencing unit (MCU) enables the video to switch between sites so that you can always see and hear the participant who is speaking. You can also share content in a multipoint call, just as you can in a point-to-point call.

The VSX 6000 system can be used to participate as a site in a multipoint call but cannot initiate a multipoint call.

About Multipoint Calls

With the VSX system you can make multipoint calls using an external MCU or the internal multipoint option. The type of MCU affects the conference as shown in this table:

This MCU…	Lets you include…	Supports these calls…	Lets you add sites…
Internal MCU	Up to four video sites, including this site	IP, ISDN, or both	Before the call begins, and during the call
External MCU	Number of sites allowed by the MCU	IP, ISDN, or both	Before the call begins, and depending on the MCU and conference type, during the call

For calls using the internal MCU option, the VSX system can initiate the call or the other sites can call the VSX system to join the conference.

Placing a Multipoint Call

How you place a multipoint call depends on whether you're using the internal MCU option or an external MCU. If your organization uses Polycom's PathNavigator™, you can also use PathNavigator's conference on demand feature to place multipoint calls.

- For calls using the internal MCU option, you can define a multiple-site directory entry to call all of the sites at one time. Alternatively, you can place a call to the first site and then add other sites after the first call connects.
- For calls using an external MCU, you may need to enter calling information about all of the sites before the call begins. Contact your system administrator for more information.

- For calls using PathNavigator's conference on demand feature, the system administrator must:
  - Register the VSX system with PathNavigator.
  - Configure the VSX system to use PathNavigator for multipoint calls.
  - Create a multiple-site entry in the directory.

To place a multipoint call by adding sites to a call:

1. Call the first site.
2. When the call connects, press **Call** on the remote control.
3. Select **Add Video Call,** and place a call to the next site.
4. Repeat steps 2 and 3 until all sites are connected.

To place a multipoint call using a multiple-site directory entry:

1. Press **Directory** on the remote control.
2. Find the multiple-site entry in the directory list.
3. Press **Call** to place the call.

To place a cascaded multipoint call:

1. Place a multiple-site call from the Directory, or place calls one at a time to up to three other sites.
2. Ask each site to call up to two additional sites.

Supplying a Password for External MCU Calls

External MCUs sometimes require you to enter a password in order to join a conference. Depending on your system configuration, you can set up the system to enter the meeting password for you.

To configure a meeting password:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Enter the password in the **Meeting Password** field in one of these ways:
   - Press the remote control number buttons, using the text-entry method commonly used with cell phones.
   - Press **Keyboard** to use the on-screen keyboard to enter characters.
4. Press **Home** to save your change and return to the Place a Call screen.

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About Multipoint Viewing Modes

Your system will be configured to display sites during a multipoint call in a particular way. For example, you may be able to view all of the sites at the same time, or you may only see the site where the speaker is located. The following table describes the different multipoint viewing modes.

Setting	Description
Auto	Allow the system to switch between Discussion and Presentation modes, based on the interaction between the sites. ▪ If more than one site is talking at the same time, the system uses Discussion mode so that all speakers can be seen. ▪ If one speaker talks without interruption for about 15 seconds, the system uses Presentation mode so that all participants can see the speaker can be seen in a larger picture.
Discussion	View all of the sites at the same time, including your own site. This is also known as continuous presence. **Systems with:** — **See this:** Single monitor — All sites, each in its own window Dual monitors — Speaker on second monitor, all other sites on first monitor
Presentation	View the person who is speaking. This is also known as voice activated switching. The current speaker always sees all sites, each in its own window, on the first monitor. **Systems with:** — **See this:** Single monitor — Speaker in full screen Dual monitors — Speaker on the first monitor and near site on the second monitor
Full Screen	Enable every site in the call to see the speaker full screen.

Controlling How the System Answers Multipoint Calls

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Scroll to the Auto-Answer Multipoint field and select one of the following:

Select this…	To do this…
No	Answer calls manually. When a call comes in, you hear a ring, and the system prompts you to accept or refuse the call.
Yes	Answer incoming calls automatically. When a call comes in, you hear a ring, and the call connects.
Do Not Disturb	Refuse incoming calls. Callers hear a busy signal, and you receive no notification about incoming calls.

Using Chair Control for Multipoint Calls

During some multipoint calls, you can use chair control to manage the people video. In this type of call, the chair controller can choose the site whose video is sent to other sites in the conference. The chair controller can also disconnect a site or end the conference. Any participant can choose to view a specific site, request to be the broadcaster, or request to be chair controller.

Only one site at a time can be the chair controller. Before a site can become the controller, the site with control must give up control.

The type of MCU in use and the systems in the call determine whether chair control is available.

This MCU…	Allows chair control if…
Internal MCU	The call includes: ▪ VSX systems, ViewStation EX, ViewStation FX, and VS4000 systems connected by IP, ISDN, or both IP and ISDN ▪ Other systems connected by ISDN only
External MCU	Allowed by the external MCU

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To use the chair control options when you are in a multipoint call:

1. On a PC, open a web browser.
2. In the browser address line, enter the system's IP address, for example, http://255.255.255.255, to go to the video conferencing system's web interface.
3. Click **Place a Call**.
4. Click **Chair Control** to go to the Chair Control screen.

The Chair Control option is only available when the system is in a multipoint call. It is not available in cascaded multipoint calls.

5. Select a site from the list and then use the controls in the web interface to perform one of these actions:

If you are…	You can Do This…	By Selecting…
Chair controller	Pass chair controls to the selected site	**Release Chair**
	View the selected site's video. This does not change what other sites see.	**View Site**
	Return to viewing the video selected by the chair or by the MCU	**Stop Viewing Site**
	Send your site's video to the other sites	**Make Me the Broadcaster**
	Send the selected site's video to the other sites	**Select Broadcaster**
	Remove the selected site from the conference	**Disconnect Site**
	Disconnect all sites and end the call.	**End Conference**
Participant	Request control of the conference	**Acquire Chair**
	View the selected site's video. This does not change what other sites see.	**View Site**
	Return to viewing the video selected by the chair or the MCU	**Stop Viewing Site**

Changing the Way Calls Are Answered

Your system administrator may have configured the system to let you choose the way incoming calls are handled.

Temporarily Refusing Calls

If you do not wish to be disturbed by calls, you can refuse incoming calls with the Do Not Disturb feature. Callers hear a busy signal and you receive no notification about incoming calls. You can, however, make outgoing calls.

To temporarily refuse incoming calls:

1. On the Place a Call screen, select in the lower right corner of the screen.
2. Select **On** to set Do Not Disturb.

While the system is not accepting calls, you see in the lower right corner of the screen. This setting stays in effect until you change it.

Answering Calls Automatically

You can specify whether to answer calls automatically or to have the system announce incoming calls and wait for you to answer manually.

Automatically answering calls is convenient, but it can create security issues. An unexpected caller could interrupt a meeting in progress or look at equipment and notes left in an empty room.

To prevent incoming callers from overhearing a conversation not intended for them, you can choose to mute all automatically answered calls.

To automatically answer calls:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. If you want to automatically answer incoming point-to-point calls, scroll to **Auto-Answer Point to Point**, press on the remote control and select **Yes**.
4. If you want to automatically answer incoming multipoint calls, scroll to **Auto-Answer Multipoint**, press on the remote control and select **Yes**.

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5. Press **Home** to save your change and return to the Place a Call screen.

If you have a VSX 3000 system that you are using as your PC monitor, Polycom recommends that you set up the system so that you have to answer calls manually.

If you receive a call while using the system as a PC, you hear a ringing sound and you can switch to video to answer the call manually. Alternatively, you can ignore the call and it will not connect, thereby preventing the caller from seeing or hearing you at your desk.

Muting Automatically Answered Calls

If your system is configured to answer calls automatically, you can choose whether to mute the audio when calls connect. This prevents callers from overhearing conversations or meetings. After the call connects, you can press **Mute** when you're ready to unmute the call.

Note that, if you enable this option during a call, the audio for the current meeting is not affected.

To mute automatically answered calls:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Scroll to **Mute Auto-Answer Calls** and press on the remote control to enable the option.
4. Press **Home** to save your change and return to the Place a Call screen.

Scheduling Calls

You can use the calendar and call scheduling feature to schedule video conferences. When you schedule a call using this feature, the system automatically calls the site you selected on the date and time you specified. For recurring calls, you can indicate whether you want the system to automatically make the call daily, weekly, or monthly.

To schedule a call:

1. Select **System** from the Place a Call screen.
2. Select **Utilities** from the System screen.
3. Select **Call Scheduler** from the Utilities screen.
4. Select **New Entry** from the Call Scheduler screen.
5. Select the directory and then select a single-site or multiple-site entry to call.
6. Select the date and time for the call.
7. Select **Next** and specify whether the meeting recurrs.

On the scheduled time and date, your VSX system will automatically call the selected site.

To view scheduled calls in the calendar:

1. Select **System** from the Place a Call screen.
2. Select **Utilities** from the System screen.
3. Select **Calendar** from the Utilities screen.

Dates with scheduled calls are marked in the calendar with a small green triangle.

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Using the VTX 1000 Conference Phone in Video Calls

Your conference room may include a VSX video conferencing system integrated with a VTX™ 1000 conference phone. This configuration lets you use the video conferencing system and the conference phone together to place and manage video and audio-only calls. If the system is configured correctly, “VSX OK” appears on the VTX conference phone display.

Placing a Video Call with the VTX Conference Phone

If your VSX video conferencing system has been configured to work with the VTX conference phone, you can use the conference phone to place video calls.

To place a video call using the VTX phone:

1. Leave the VTX conference phone on hook.
2. On the VTX conference phone keypad, enter one of these:
   - The ISDN number (for example, 19784444321) of the VSX system
   - The IP address (for example, 255.255.255.255) of the VSX system.

To enter a dot in an IP address, press *.

2. Press the **VID CALL** soft key on the conference phone to place the call.

Adding Sites to a Video Call Using the VTX Conference Phone

You can add video or audio-only sites to a video call using the VTX conference phone.

To add video or audio-only sites:

1. Place a video call to the first site using the VTX conference phone or the video conferencing system.
2. On the VTX conference phone, enter the number of the site you want to add.
   - To call a video site, enter the number, and press the **VID CALL** soft key.
   - To call an audio-only site, enter the number, and press the **Phone** button on the VTX keypad.

Muting the Audio in a Call that Includes a VTX Conference Phone

You can use the mute button on the VTX conference phone to mute the audio in video calls.

To mute the audio in a call with the VTX conference phone:

>> Do one of the following:

1. Press the **Mute** button on the VTX conference phone.
2. Press **Mute** on the remote control.

The red indicator lights on the VTX conference phone show when the audio is muted. The near site mute icon also appears on the TV monitor.

Adding Video to a VTX Conference Phone Audio-only Call

If you are in an audio call with another VTX conference phone and the far site also has a VSX video conferencing system integrated with a VTX conference phone, you can switch from the audio-only call to a video call.

To add video to an audio call:

1. Place a call with your VTX conference phone to the far site's VTX conference phone.
2. When the audio call has connected, press the **ADD VIDEO** soft key on the VTX conference phone.

You hear a ringing sound as the video portion of the call is added. The VTX conference phones are used as microphones for the video call.

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Ending a Call

To end a call using a VSX system integrated with a VTX conference phone:

From the VTX conference phone:

>> Press the **END VIDEO** soft key on the VTX conference phone.

- If the conference is a point-to-point video call, it will end immediately.
- If the conference is a multi-point video call, the VSX Hang Up screen appears on the monitor. In this case, select which site(s) to disconnect.

From the VSX system:

1. Press **Hang Up** on the VSX remote control.
2. On the VSX **Hang Up** screen, do one of the following:
   - Select which site to disconnect.
   - Choose **Hang Up All** to end the call for all sites.

Ending a Call with Audio-Only Participants

Your conference may include a mix of video participants and audio-only participants. If an audio-only participant hangs up during the call, you need to disconnect the call from the conference. This is the same as hanging up a telephone receiver in a regular phone call.

To disconnect the audio-only call:

1. Press **Hang Up** on the remote control.
2. If the call is a multipoint call, select **VTX Conference Phone** from the **Hang Up** screen to clear the audio line.

If you do not disconnect the audio-only call from the VSX system, you will hear a tone from the telephone through the conference.

Streaming a Conference to the Web

Your system may be configured to allow you to stream point-to-point or multipoint calls to the web. When you stream a conference, any number of others can watch the conference's live video or presentation using a web browser.

Starting a Stream

Your system may be configured to allow you to make point-to-point or multipoint calls available for others to view using a web browser. Users who view the stream need to know the address of the video conferencing system and the system's admin password (if any).

To stream a conference:

1. Select **System** from the Place a Call screen.
2. Select **Utilities** from the System screen.
3. Select **Web Streaming** from the Utilities screen.
4. Select the **Start Streaming** option to begin streaming.

You can start the stream before or during a video call.

To stop streaming a conference:

1. Select **System** from the Place a Call screen.
2. Select **Utilities** from the System screen.
3. Select **Web Streaming** from the Utilities screen.
4. Clear the **Start Streaming** option to stop the stream.

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Viewing a Stream

Before you view the streamed conference, you need to:

- ❑ Install the QuickTime player on your PC.
- ❑ Obtain the IP address of the video conferencing system and the password (if any) from the conference organizer.

To view a streaming conference:

1. On a PC, open a web browser.
2. In the browser address line, enter the system's IP address, for example, http://255.255.255.255, to go to the video conferencing system's web interface.
3. Click **Streaming**.
4. If prompted, enter the user name and password provided by the conference organizer.

To stop viewing the streaming conference:

>> Close the web browser.

Customizing Your Workspace

You can customize what you see on the screen, depending on how your system is configured. You can change these options before you place a call and when the system is in a call.

Allowing the Far Site to Control Your Camera

If you have a VSX room system, you can allow the far site to control your camera. This enables the other participants to adjust what they see. Far-site participants can also set and use presets for your camera, if their system supports this.

To allow the far site to control your camera:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Scroll to **Far Control of Near Camera** and press to enable the option.
4. Press **Home** to save your change and return to the Place a Call screen.

Changing this setting takes effect immediately, even if a call is in progress.

Specifying When to Display the PIP

Your system may be configured with specific default behavior for the PIP in calls. After a call connects, however, you can show, move, or hide the PIP, as needed.

To specify when to display the PIP:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Select **Next** to see more settings.

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4. Scroll to **PIP**, press , and select one of these settings:

Select this setting…	To show the PIP…
Camera	When you press any of the camera control buttons.
Auto	On connection and when you pick up the remote control.
On	On connection and during the call.
Off	Only when you press **PIP** on the remote control.

5. Press **Home** to save your change and return to the Place a Call screen.

Displaying the Far Site's Name When the Call Connects

You can specify whether to display the far site's name when the call connects and how long to leave the name on the screen.

To specify when to display the name of the far site:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Select **Next** to see more settings.
4. Scroll to **Far Site Name Display Time**, press on the remote control, and select to display the far site's name during the entire call, for a specified time, or not at all.
5. Press **Home** to save your change and return to the Place a Call screen.

Hearing Audio Confirmation When You Dial

You can set up the system to speak each number as you enter it in the dialing entry field on the Place a Call screen.

To enable audio confirmation:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Select **Next** to see more settings.

4. Scroll to **Keypad Audio Confirmation** and press on the remote control to enable the option.

5. Press **Home** to save your change and return to the Place a Call screen.

If Keypad Audio Confirmation is on and you enter a number while in multipoint call using an internal MCU, the far sites will hear the numbers as you enter them. If you do not want the far sites to hear the numbers, mute the MCU's microphone.

Adjusting for Room Lighting

You can use the backlight control to adjust the brightness of the video that the main camera sends to the VSX system. Backlight compensation adjusts the camera's iris to take in less light. Adjusting this setting can be helpful when the room arrangement results in strong light coming from behind the people in the picture.

Because backlight controls adjust the main camera, these controls will not make content from a laptop or a document camera appear brighter.

To turn backlight compensation on:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Scroll to **Backlight Compensation** and press on the remote control to enable the option.
4. Press **Home** to save your change and return to the Place a Call screen.

Setting Camera Brightness (VSX 3000 Only)

If you have a VSX 3000 system, you can set the camera brightness. Like the backlight compensation setting, this setting adjusts the camera's iris. If there is a lot of light in the room, set the camera brightness to a low number so the camera takes in less light. If the room is dark, set the camera brightness to a high number so the camera takes in more light. The default is 11.

To set the camera brightness:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.

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3. Scroll to **Camera Brightness**, press on the remote control and select the brightness level.

4. Press **Home** to save your change and return to the Place a Call screen.

Changing the System Color Scheme

Depending on your system configuration, you may be able to change the color scheme of your VSX system screens.

To change the color scheme:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Select **Next** to see more settings.
4. Scroll to **Color Scheme**, press on the remote control, and select one of the color schemes.
5. Press **Home** to save your change and return to the Place a Call screen.

Enabling Dual Monitor Emulation

If you have only one monitor, you may want to set your system for Dual Monitor Emulation (also called split-screen viewing). With Dual Monitor Emulation, you can see both the near and far sites on one monitor.

To enable Dual Monitor Emulation:

1. Select **System** from the Place a Call screen.
2. Select **User Settings** from the System screen.
3. Select **Next** to see more settings.
4. Scroll to **Dual Monitor Emulation** and press on the remote control to enable the option.
5. Press **Home** to save your change and return to the Place a Call screen.

There are four different views available with Dual Monitor Emulation. To change the view, press **PIP** on the remote control.

Using Your VSX 3000 System as a PC Monitor

If you have a VSX 3000 system, you can save space in your office or conference room by also using the VSX 3000 XGA display as your PC monitor.

Typically, you do not need to change the factory defaults for these settings. However, if you do need to access the monitor settings, use the buttons on the front of the VSX 3000 monitor. Press **MENU**, then press **SELECT** and **ADJUST** as needed to change the settings.

Before You Begin

Check that the laptop video is configured to use one of these supported resolutions and refresh rates:

Resolution	Refresh rates (Hz)
VGA (640 x 480)	60, 72, 75
VGA (720 x 400)	70
SVGA (800 x 600)	56, 60, 72, 75
XGA (1024 x 768)	60, 70, 75
SXGA (1152 x 864)	75
SXGA (1280 x 960)	60
SXGA (1280 x 1024)	60, 75
Macintosh (640 x 480)	67
Macintosh (832 x 624)	75

To use your VSX 3000 system as a PC monitor:

1. Connect your PC to the VSX 3000 system as described in Chapter 2 of the *Administrator's Guide for the VSX Series*.
2. Press the **Input** button on the front of the VSX 3000 system to toggle between displaying content from the PC and showing video from the video conferencing system.

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To answer a call while using the VSX 3000 system as a PC monitor:

1. When you hear a ring, press the **Input** button on the front of the system to switch to the video conferencing system.

   You must answer within 90 seconds, or the system will automatically reject the call.

2. Press **Call** on the remote control.

If you use the VSX 3000 system as your PC monitor, Polycom recommends that you set up the system so that calls must be answered manually. This ensures that callers do not unexpectedly see or hear you at your desk.

When the system is set up for manual call answering, the system rings to indicate an incoming call. To answer the call, switch to the video conferencing system and answer manually. If you do not answer manually, the call will not connect.

Video Conferencing Tips

Read through these quick tips for ideas on how to optimize your video conferencing experience. You'll find general tips for a better meeting, as well as simple suggestions for improving video and audio quality, and for showing documents.

Tips for Great Meetings

- Make sure you have the video number(s) of the site you want to call or that the site is listed in a directory.
- Set your camera presets before you start your call so that you can quickly use them during the call. (You can set up to 100 near-site presets. Depending on the system you call, you may also be able to use the presets stored on the far-site system.)
- Add peripherals to your system to expand its use. For example, you can add a VCR if you want to show a videotape, or add a Visual Concert VSX or ImageShare II if you want to share data from a laptop or PC.

Tips for Great Video

- Avoid wearing bright colors, all-light or all-dark clothing, or very "busy" patterns (such as small checks or narrow stripes). Light pastels and muted colors look the best on the screen.
- If there are windows in the room, close any drapes or blinds. Daylight is a variable light source and can conflict with interior room lighting.
- Use natural gestures when you speak.
- When adjusting your camera, try to fill the screen as much as possible with people rather than with the table, chairs, walls, or the floor.

Tips for Great Audio

- Speak in your normal voice without shouting.
- Ask the people at the other site if they can hear you. Have them introduce themselves so you can be sure that you can hear them.
- Since the audio has a very slight delay, you may want to pause briefly for others to answer you or to make comments.
- As with any meeting, try to limit side conversations.

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VSX Room Systems

- Place the microphone on the table in front of the people in the meeting. If your room is very large, consider adding another microphone.
- If your video conferencing room is configured to use stereo sound, the microphones are positioned at the end of the conference table nearest the video conferencing system.

  If two microphone pods are connected, one is positioned on the left side of the table and one is on the right.

  If one microphone pod is connected, it is positioned with the Polycom logo pointed toward the system. The left and right microphones are configured during system setup. It is important that you do not move them as this may detract from the stereo audio experience.
- Don't place papers or other objects on or in the way of the microphone, and don't rustle papers or tap on the microphone or table.

Tips for Showing Documents

- Check that your system has the application you need to show your documents, such as Microsoft® PowerPoint, Project, or Word.
- For a smoother presentation, be sure your document is open and ready to show before you start the video call.